Improving the working of DDA

2590. SHRI P. PRABHAKAR REDDY : Will the Minister of URBAN DEVELOPMENT be pleased to state :

(a) whether in a recent press conference he had expressed strong determination to overhaul the working of the Delhi Development Authority (DDA);

(b) whether he is aware that despite several attempts made in the past to infuse a fresh work culture in the DDA, the common citizen continues to be harassed while getting any work done in it;

(c) if so, whether he will make some special efforts to break new grounds so that difficulties of the public are minimised; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF URBAN DEVELOPMENT (SHRI BANDARU DATTATREYA) : (a) Yes, Sir.

(b) to (d) For the past few years concerted efforts are being made to redress the grievances of public, to remove systemic defects and to induce transparency in the working of DDA by taking the following steps:

(i) formulating a Citizen's Charter wherein time shedules for various transactions with DDA have been indicated.

(ii) publishing booklets wherein formats of various documents to be submitted to DDA for various transactions have been published.

(iii) opening Facilitation Counters/Counselling offices where information is freely provided regarding submission of documents, rules & regulations, procedure, etc.

(iv) holding regular Lok Shivirs where pending grievances are redressed.

(v) monitoring of references received from Directorate of Public Grievances.

(vi) holding of public hearings by senior officers of DDA.

In addition, UDM holds fortnightly public hearing to redress long-pending grievances from members of the public which helps in identifying the areas which are grievance-prone and which require systemic improvement.